

## Typical Ombuds Concerns

- Elder & dependent adult safety, abuse, or neglect
- Understanding adult dependency
- Communication breakdowns & conflict
- Delays, disrespect, unprofessionalism
- Living arrangements & family visitation
- Maintaining independence
- Case plans & legal processes
- Dependent adult needs
- System resources
- Caregiver support
- Culture and language barriers
- Family unity issues
- Guardianship
- Identification of systemic issues

## Role of Ombuds

The Ombuds works with individuals and groups to provide a safe, informal and confidential process to talk about issues or concerns, explore options to help resolve conflicts, and bring systemic concerns to the attention of the organization.

### The Ombuds Does Not:

- Make decisions for you
- Act as your attorney or advocate
- Act as an office of legal notice
- Maintain or provide records
- Investigate issues or concerns
- Participate in any formal process

Concerned? Frustrated? Need Help?

**Contact the Department  
Of Aging & Adult Services  
Ombuds-Mediator Office!**



*Social Services Agency  
353 W. Julian St.*

*San Jose, CA 95110  
Office: (408) 993-4107*

*DAAS.Ombuds@ssa.sccgov.org*

**Call Us &**

**Let's Work Together!**

***Se Habla Español  
Có Nói Tiếng Việt***

***Other languages available***

**Building Bridges  
Within  
The Santa Clara County  
Department of Aging  
and Adult Services**

**DAAS  
Ombuds-Mediator Office**



Neutral • Informal  
Confidential • Independent

Phone: (408) 993-4107

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## The Ombuds Can Help ...

Listen and validate

Explore options

Improve communication

Address complaints

Provide communication & conflict coaching

Enrich social worker-client relations

Manage & mediate conflict

Educate on DAAS support system

Improve the DAAS support system

## Who The Ombuds Serves ...

Any individual with questions or concerns related to a current or past case with the Santa Clara County Department of Aging and Adult Services Support System, including:

- Older and assisted adults
- Parents and adult children
- Executors in probate
- Guardians & relatives
- Caregivers
- Social workers & other staff
- System partners
- Community members
- Other government agencies

## What Makes the Ombuds Office Unique?

*Our Ombuds Office adheres to the International Ombuds Association's (IOA) Standards of Practice and Code of Ethics.*

**Confidentiality:** Information shared by any visitor will not be disclosed without the visitor's permission except as required by law or when the Ombuds determines there may be an immediate risk of serious harm. The Ombuds Office does not maintain records that identify visitors to the office.

**Neutrality:** The Ombuds does not serve as an advocate for any party to a dispute. The Ombuds does advocate for productive communication and fair processes.

**Independence:** The Ombuds Office is independent in structure, function and appearance

**Informality:** The Ombuds Office does not participate in any formal legal or administrative procedure.

### Contact the Ombuds When...

You're feeling stuck, uncertain, frustrated or unheard in the Santa Clara County aging and adult services system. Maybe you have already talked about your concerns with the other party and still feel unheard, or you want to talk to them, but feel unable to and you would like more options to deal with you concern.

Your work with the Ombuds will focus on identifying issues and needs, communication coaching, increasing understanding, and developing options so you can resolve the concern/conflict and move forward.

***We're here for you!***